

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2154
ANSWERED ON:03.08.2015
Setting up of an Aviation Ombudsman
Hari Shri G.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has proposed to set up an Ombudsman for the Civil Aviation Sector;
- (b) if so, the details and the present status thereof along with the time by which the said Aviation Ombudsman is likely to be set up;
- (c) whether the Government is receiving many complaints from all quarters regarding the services of airlines; and
- (d) if so, the details thereof along with the action taken by the Government thereon?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Dr Mahesh Sharma)

(a) & (b): A Working Group was constituted to examine the feasibility of setting up of Ombudsman for Civil Aviation sector. Based on its report, a draft consultation paper on Ombudsman for Civil Aviation was circulated for comments/views of stakeholders in February, 2014. During the stakeholder consultations, it emerged that there are already separate grievance redressal mechanisms with each airline as well as with DGCA to address the grievances.

(c) & (d): It is a fact that a number of complaints are received about the services of airlines, which are being resolved by respective Departments/ Organisations. The review of policies of the Government on the basis of suggestions received from time to time is a continuous process and the decisions are taken as per established procedure in consultation with stakeholders.
